

# ISGUS

No. 32

# News

**ZEUS® X GOING AFRICAN**

**ZEUS® ACCESS CONTROL  
SECURITY AT EACH DOOR**

**SOFTWARE AS A SERVICE  
CLOUD SOLUTION**

**GERMAN DESIGN AWARD  
FOR IT 8200**

A large background image showing a close-up, shallow depth-of-field view of many small ice cream cones arranged in rows on a tray. The cones are topped with a swirl of white cream. The background is softly blurred, showing more cones and some lights.

**R&R Ice Cream:  
Case study about a  
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Positive feedback from  
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Another Design Award for ISGUS Terminal IT 8200

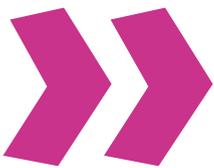


## **ZEUS® X launched for South Africa**

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ISGUS success story in South Africa continues

# PREFACE



Sylvia Martin-Knoch,  
ISGUS Export Manager

Dear Reader,

The year 2016 ended with very positive results for ISGUS and yet again CeBIT 2017 is history. At this year's CeBIT, we launched state-of-the-art solutions such as the new IT8260 multi-function terminal. With this, employee-self service functions are also available for employees in manufacturing areas, and discharges for absence management are no longer restricted to administrative sections with high PC availability.

On the software side, our web based solutions for Access Control, Staff Scheduling and Plant Data Collection have been introduced, perfectly complementing the ZEUS® X Time & Attendance module, offering a huge potential for optimizing our customer's workforce management.

With this, deployment of our software solutions as Software as a Service in the ISGUS Cloud is gaining proven relevance in today's marketplace. This is confirmed by the rapidly growing number of SaaS customers hosting their ZEUS® system in our data centre.

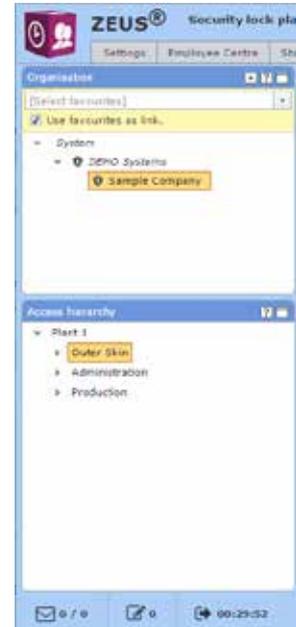
Read some of our SaaS customer's comments and opinions which we have captured for you in this ISGUS News.

As always, we hope you enjoy this issue and find it interesting reading, hopefully with some inspiration for your own business development.

Yours sincerely,



# ZEUS® ACCESS CONTROL SECURITY AT EACH DOOR



## AS AN AUTONOMOUS SOLUTION IN CONJUNCTION WITH ZEUS® TIME & ATTENDANCE AND IN CONJUNCTION WITH SAP LINKED TO ZEUS® HR

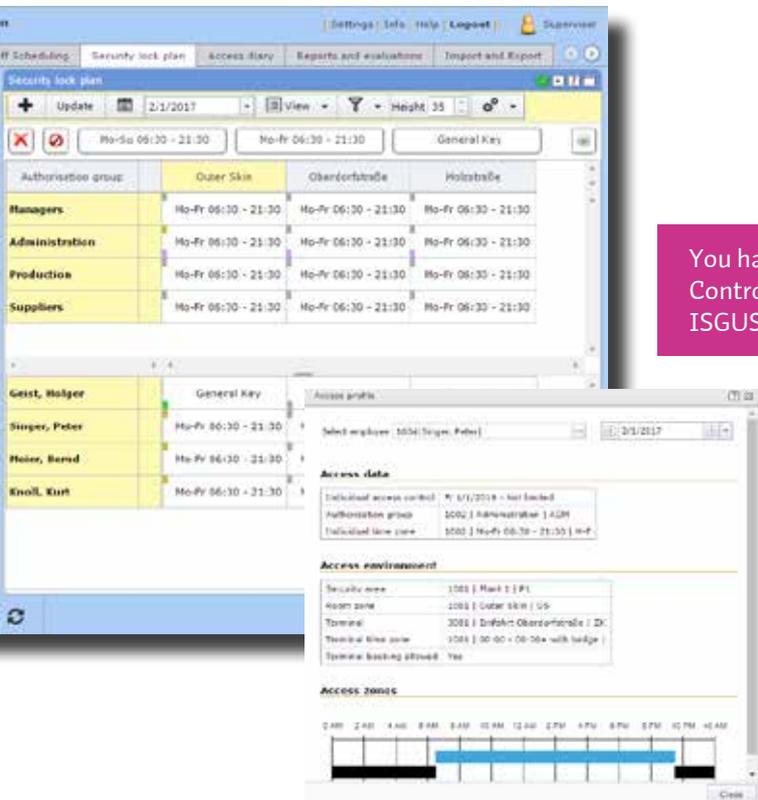
A security solution should be customised precisely to meet distinct, individual needs without becoming a “corset” for the future. Therefore, the solution must be completely modular. Access Control is the most frequently used module of the ZEUS® range of software solutions after Time & Attendance.

ISGUS Access Control is not only used in conjunction with Time Recording but can also be used independently. However, our users always have the option to expand their efficiency with additional Time & Attendance or Staff Scheduling modules. With this, the original ZEUS® Access Control system becomes a flexible and an investment-proof IT solution that meets the requirements for the future.

Business parks use the ISGUS ZEUS® Access Control system, for example, to protect their premises, to protect parking spaces and rooms. Anyone wishing to encompass Time Recording with the same identification media with which they enter business premises, can supplement ISGUS Time Recording and other ZEUS® modules at any time, or use ZEUS® SaaS in the ISGUS cloud.

Users who start with ZEUS® Time & Attendance have an advantage in that the IT 8200 Time Recording terminals can also be used as Access Control Managers, consequently the extension to Access Control is easy. In SMEs or branches smaller Access Systems, with up to 8 readers, can be implemented very cost-effectively, while in large systems scalable Access Control Managers allow almost any configuration.

ZEUS® Access Control is also an important function enhancement for SAP users. Whoever uses SAP HRM for Time Management and connects ISGUS terminals for data acquisition via the SAP-certified ZEUS® HR solution can also extend this at any time, enabling the fully integrated ZEUS® Access Control.

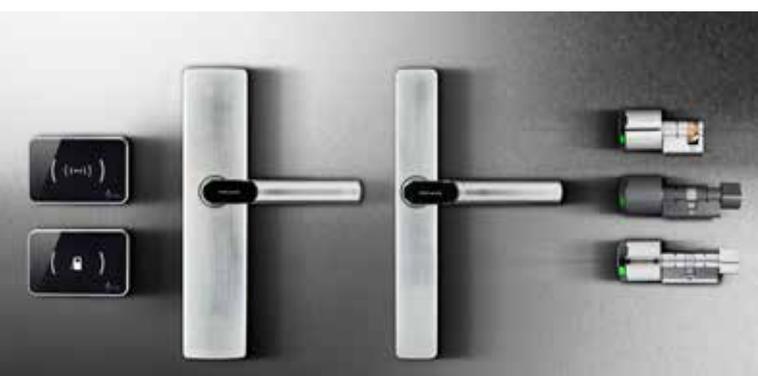


You have the choice – use ZEUS® Access Control as an in-house solution or in the ISGUS Cloud.

Numerous authorities, ministries, universities, schools and users from all branches of the private sector rely not only on the flexible and proven ISGUS solution, but also on the careful planning and implementation carried out by ISGUS distribution centres and partners.

Following on from Vancouver, London, Sochi and Rio, ISGUS will yet again be a partner of the German House in Pyeongchang, South Korea, during the Winter Olympics in 2018.

For all of these application examples for ISGUS Access Control including ISGUS Visitor Management, our customers have access to a comprehensive hardware repertoire of Access Readers, Devices for I/O Controls, Access Control Managers, Digital Locking Technology and Long-Range Readers, which are necessary to implement conclusive security concepts.



Visit us at „Sicherheitsexpo“

- » MOC Munich
- » July 5 - July 6, 2017
- » Hall 4, Booth A.14





## A NEW GLOBAL PLAYER ON THE **ICE CREAM** HORIZON

### ZEUS® TIME & ATTENDANCE, ACCESS CONTROL AND WEBWORKFLOW AT R&R ICE CREAM DEUTSCHLAND GMBH, OSNABRÜCK

Nestle and R&R have finalised the formation of Froneri following the successful licensing procedures, this is a new joint venture in the food manufacturing range of ice cream, frozen food and refrigerated dairy products. With a turnover of 2.6 billion Euros, Froneri will operate with 15,000 employees in 22 countries around the world. The expected growth dynamic was the starting point for the introduction of ZEUS® Time & Attendance and ZEUS® Access Control.

#### Finding the ISGUS solution ZEUS®

Contact was initially established between the R&R IT department and ISGUS (Osnabrück subsidiary) in 2013. Their previous system had been used for 11 years at this time and the associated hardware from another supplier for almost 20 years. It was no surprise therefore that there were occasional system failures. This was followed by a phase of creative improvisation, in which R&R sought to maintain a certain level of Time Recording and Access Control unsuccessfully. As a result of this they decided: from now on they wanted a one-stop provider, i.e. software, hardware and support from a single source.



#### ISGUS-Partner Hansalog:

Since 2009 there has been a close cooperation with the payroll provider Hansalog GmbH & Co. KG based in Ankum and the ISGUS Vertriebs GmbH in Osnabrück. Customers benefit from a proven interface between payroll and Time Recording.



„The idea to consider the ISGUS Vertriebs GmbH product portfolio came from Hansalog, the provider of our payroll system, because of this introduction contact with ISGUS was established. It was extremely providential that ISGUS offered both, attractive price performance and consistently solid support because of the close proximity to ISGUS Osnabrück subsidiary. We have the experienced and dedicated support of Mr. Schameitat and can rely on ISGUS technicians at any given time“, says Siegfried Rodefeld, head of human resources. It was also beneficial that they were able to visit Schne-frost in Lönigen as a reference site from the food manufacturing industry operating under similar conditions.

#### Implementation throughout continuous production

The introduction of ZEUS® Time Recording and Access Control would normally take place during an annual shut down. R&R would aim to implement something like this during their Autumn break. However, because of the late “Indian Summer” throughout October of 2016, production continued because of the ongoing demand for ice cream. All access terminals were installed during the first week of October during normal production operations.

„In the first week of October, we installed all the hardware: 45 Access Terminals and 10 Time Recording Terminals, so “hats off” to the ISGUS technicians who bravely took on the challenge to complete this mammoth task“ says Siegfried Rodefeld talking about the on-site cooperation as well as the initial consultation and any issues arising. In spring 2017, a ZEUS® WebWorkflow terminal will also be added, when production staff will then be able to view their working time paperless accounts and make online holiday requests.

#### 24 hours in a 3-shift operation

For R&R, work is carried out in a 3-shift operation from Monday to Friday. Applied shifts are early, late and night, i.e. around the clock. Each season’s business is and has to be very flexible. This is why there may also be Saturday shifts from January to July during order peaks, and production may even continue throughout on Sundays. R&R employs 80 working time patterns for 500 permanent employees and 300 temporary employees. 320 employees are active in production, 50 in logistics, 45 in technology and 85 in administration and sales. Absences and surcharges are transferred from ZEUS® Time Recording to the payroll program Hansalog. There are two payroll runs: employees paid at the end of the month, salaried employees follow on the 5th of the month.

#### IFS Higher Level certified

For food manufacturers, an international certification of product and food safety is essential today: from product purity to batch traceability. The IFS (International Featured Standards) food certification is the standard that protects the food chain with regular audits, therefore contributing importantly to consumer protection.

„ZEUS® Access Control with an ISGUS terminal at the entrance gate is the first step towards food protection, only authorized personnel can gain entry to the premises. The whole area is fenced“, says head of human resources Siegfried Rodefeld, describing just one of the numerous aspects of product safety. The processes are carried out according to IFS and are audited annually, R&R is IFS Higher Level certified. Further audits are imposed by the customer. An unannounced audit can occur, for example an environmental health and social audit, where questions concerning operational or corporate ethics are scrutinized over a two day period: encompassing employment contracts, remuneration, working hours through to working conditions.

#### ZEUS® WebWorkflow step by step

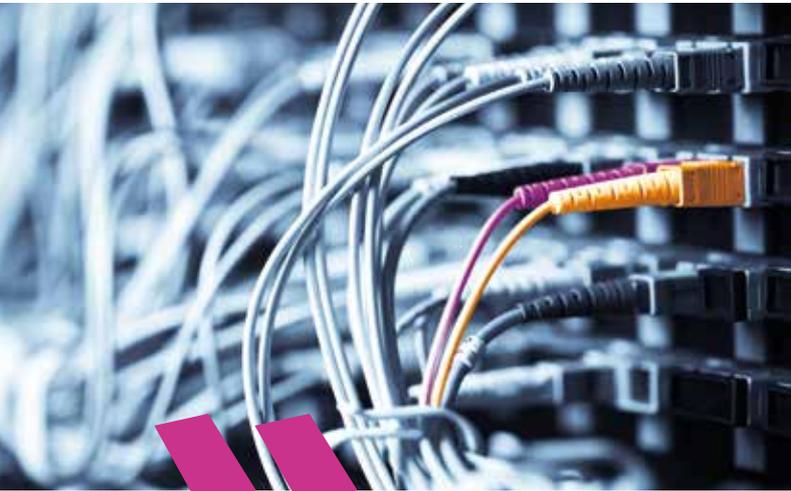
„The next step for us is the introduction of the WebWorkflow. First, for employees with their own PC, then we will select a department from within the commercial area, when we will then commence with an initial trial. If this works well, we will make the paperless administration of working hour accounts accessible to all employees with a central WebWorkflow terminal in the cafeteria“, Siegfried Rodefeld concludes with an outlook on 2017.



Head of human resources Siegfried Rodefeld (left) and ISGUS sales representative Sven Schameitat (right) in front of the in-house products, which probably everyone has already seen in the supermarket.

# ZEUS® SOFTWARE AS A SERVICE

## BENEFITS OF A CLOUD SOLUTION



### TIME & ATTENDANCE IN THE ISGUS CLOUD – OUR EXPERIENCES

Increasingly a larger number of ZEUS® users are not hosting their software solutions in-house, but have elected to use our ZEUS® SaaS solution in the ISGUS Cloud. As a result SaaS customers do not have to concern themselves or worry about providing a dedicated IT environment, comprising servers, database licenses and operating systems. The entire technical administration is also part of the ISGUS SaaS service.

In January 2008, the ISGUS Data Centre was gradually set up and expanded at the headquarters in Villingen-Schwenningen. Today, the ISGUS Company Group has a fully equipped data centre that meets the highest technical standards with all data security and data protection requirements in place.

ZEUS® SaaS helps to improve the cost structure while providing more planning security for IT budgets. The ISGUS Cloud saves all technical, financial and human resources that must be spent on IT equipment, maintenance and system administration required for in-house operations.

The benefits of the ISGUS solution with the modules for Time & Attendance, Staff Scheduling and Access Control on the one hand, and the advantages of the ISGUS Data Centre on the other, create added value that is decisive in competition.

#### Availability at the ISGUS Data Centre

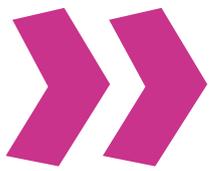
The ZEUS® solution (application and database) is available to ISGUS customers 24/7. The Data Centre ensures a high availability of 99%.

The ISGUS Data Centre, in most cases, exceeds the availability of own in-house IT.

SaaS customers can rely on clearly defined service level agreements with guaranteed response times. International customers can access their data from any browser anywhere in the world, regardless of different time zones.

#### What are your benefits of outsourcing?

- » No new investments (server)
- » The software is maintained by ISGUS
- » Access from any location



## VOICES FROM OUR CUSTOMERS

### Security and data protection

The ISGUS Data Centre is located on our company premises and has multiple security solutions in place to prevent unlawful access. The ISGUS Access Control System offers the highest security with security transponders, biometric recognition and PIN interrogation and records every access and access attempt. In addition, the whole area is under constant video surveillance.

Data backups, data protection and IT security are guaranteed by BSI (Federal Office for Security) through professional data centre operations.

### What were your expectations of the concept „Software as a Service“?

- » Low investment risk
- » Transparent costs
- » High flexibility
- » Short introductory phase

### What are your benefits of outsourcing?

Usability, legal security, a good overview for all stakeholders, the duration of the payroll has more than halved.

### What are the reasons for you to outsource the hosting of your software solution to the ISGUS Data Centre?

With 9 remote Training Centres and 108 separate Training Courses ZEUS® SaaS was chosen for its simplicity, usability and security.

### Are you satisfied with ZEUS® SaaS?

We are extremely satisfied and will recommend ZEUS® SaaS.

Many thanks to our customers for the positive feedback:  
The Beauty Academy, Angela York, Office Manager  
Ecos Office Center, Sandra Titsch-Driesener, Assistant of the management

# GERMAN DESIGN AWARD 2017 IT 8200



## ANOTHER DESIGN AWARD FOR ISGUS TERMINAL IT 8200

In addition to the iF Design Award and the Red Dot Design Award 2015, the Terminal IT 8200 has now also been awarded the German Design Award 2017.

### Distinguished foremost by its superior design?

The design of the IT 8200 is an outstanding feature and should not be overlooked as purely cosmetic. Operationally, its ease of use, the logical arrangement of its individual components, including the careful manufacture and selection of appropriate materials are of crucial importance. These qualities are enduring and shape our concept of good design to the highest standards.

Outstanding design requires a trusting relationship between an experienced designer and the client, on the basis of shared values and beliefs. At the same time, good design represents the functionality and character of an object comprehensively and coherently.

(Stephan Hauser)

### 10 Theories behind good design...

- » is innovative
- » makes a product usable
- » makes a product understandable
- » is aesthetic
- » is unobtrusive
- » is honest
- » is robust
- » is consistent to the detail
- » is environmentally friendly
- » is minimalist

(Dieter Rams)



The IT 8200 appears on paper first.

# SUCCESSFUL BUSINESS ON THE AFRICAN MARKET



The CSX team attending the Cape Town ZEUS® X Training

Vaughan Herrington (Technical Support), Julian Simpson (Sales), Minny Duarte (National Technical Manager) and Andrew Montgomery (ISGUS Product Manager & Sales), f.l.t.r.



## CSX CUSTOMER SERVICES (PTY.) LTD CARRIES ON THE ISGUS SUCCESS

Following the success of ISGUS Time Recorders back in the 1960's – 70's in South Africa, at the time achieving a considerable market share e.g. in the mining industry, the ISGUS success story in South Africa continues with the arrival of CSX as their distribution partner.

CSX Customer Services (Pty) Ltd with headquarters in Johannesburg and branches in Cape Town, KwaZulu Natal, Port Elizabeth, Bloemfontein and Windhoek, Namibia, specializes in the supply, installation and support of business solutions in various niche markets.

Initial contacts between CSX and ISGUS were made at CeBIT 2013, followed by mutual visits which lead to an ISGUS distribution agreement for South Africa and neighboring countries.

CSX accordingly built up their ZEUS® 3 “know-how”, and successfully implemented some major ZEUS® 3 customers since, relying on the integrated ISGUS solutions for Time & Attendance and Access Control.

As a logical next step, ZEUS® X has now been released for sale in South Africa, training has already been accomplished for the Johannesburg, Cape Town and Durban sales teams in Q1, followed by comprehensive technical training.

With their knowledgeable and well-trained staff, their preference for high quality brands and their commitment for first class consultancy, services and after sales support, CSX has proven being the right choice for ISGUS to tie in with the formerly excellent ISGUS business on the South African market.

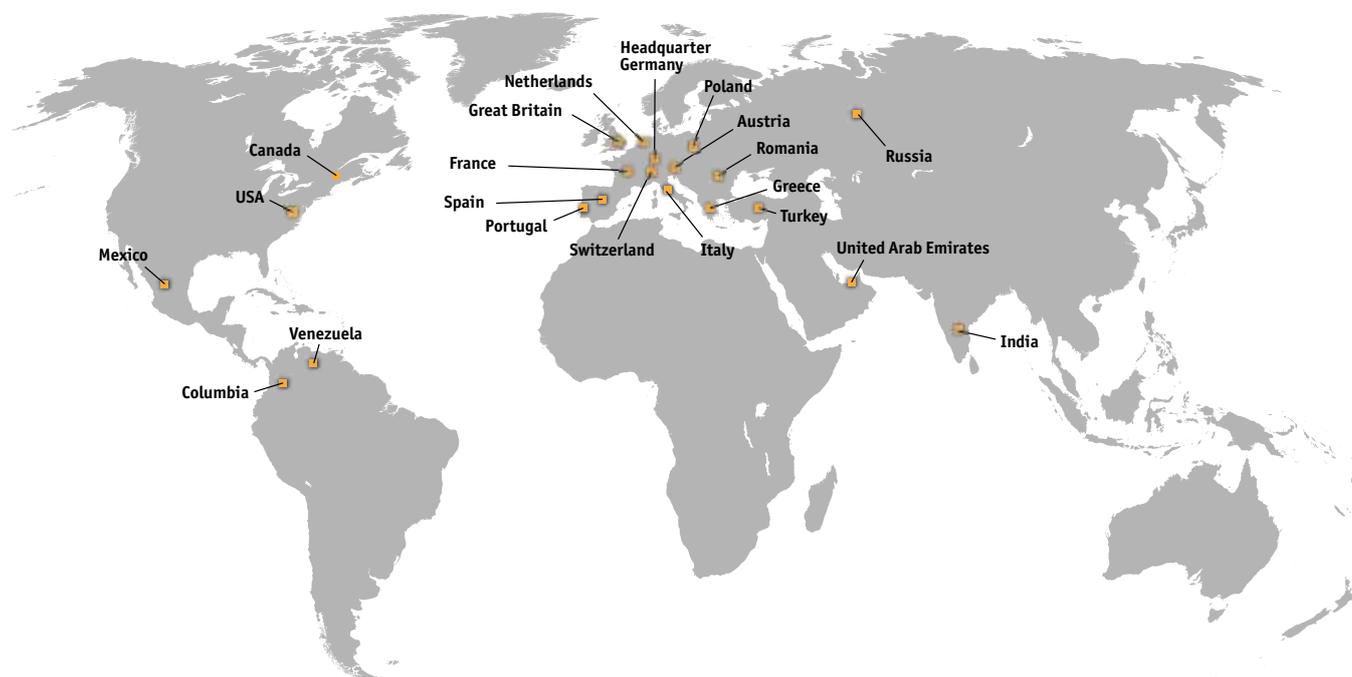


Participants from sales & support were attending the recently held ZEUS® X training at the CSX headquarters in Johannesburg.

## ISGUS - AS INTERNATIONAL AS ITS CUSTOMERS AND ITS SOLUTIONS

ISGUS with its close net of distribution partners, its entirely customer orientated and excellent service and training concepts, is your strong and reliable partner now and in the future.

Benefit from our longstanding experience resulting from over 14,000 installations worldwide.



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